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**Fran Folgner**  
Filing Manager



July 17, 2000

RECEIVED

JUL 17 2000

FEDERAL COMMUNICATIONS COMMISSION  
WASHINGTON, D.C. 20554

Mr. Dale Hatfield  
Chief – Office of Engineering and Technology  
Federal Communications Commission  
445 12th Street, SW  
Room 7-C155  
Washington, DC 20554

**Re: Final Service Outage Report**

Dear Mr. Hatfield:

In accordance with the requirements in CC Docket 91-273, enclosed is the Final Service Disruption Report for the Bell Atlantic service outage that occurred on June 18, 2000 affecting Delaware County in the Philadelphia, PA area.

- Please call me if you have any questions about this report or other service outage issues.

Sincerely,

A handwritten signature in cursive script that reads "Fran Folgner".

Enclosure

cc: R. Kimball  
K. Nilsson

## WIRE LINE OUTAGE REPORTING TEMPLATE

Reporting Carrier <b>Bell Atlantic</b>	Date of Incident <b>06/18/2000</b>								
Time of Incident <b>16:17</b>	Geographic Area Affected <b>Delaware County in the Greater Philadelphia, PA Area</b>								
Services Affected  IntraLATA Intraoffice <input type="checkbox"/> IntraLATA Interoffice <input type="checkbox"/> InterLATA Interoffice <input type="checkbox"/> E911 <input checked="" type="checkbox"/> Other (Specify) <input type="checkbox"/>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 2px;">Number of Customers Affected</td> <td style="padding: 2px;"><b>300,000</b></td> </tr> <tr> <td style="padding: 2px;">Number of Blocked Calls</td> <td style="padding: 2px;"><b>N/A</b></td> </tr> <tr> <td style="padding: 2px;">Outage Duration</td> <td style="padding: 2px; text-align: center;"><b>13 Hrs 13 Min</b></td> </tr> <tr> <td style="height: 20px;"></td> <td></td> </tr> </table>	Number of Customers Affected	<b>300,000</b>	Number of Blocked Calls	<b>N/A</b>	Outage Duration	<b>13 Hrs 13 Min</b>		
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Number of Blocked Calls	<b>N/A</b>								
Outage Duration	<b>13 Hrs 13 Min</b>								
Background of the Incident  <p>In November 1999, Bell Atlantic implemented an upgrade to the Delaware County Public Safety Answering Point (PSAP) 911 CPE. The new system consists of a Nortel Meridian switch providing Automatic Call Distribution (ACD) functionality and VESTA 911 equipment, which provides intelligent workstations, MIS, and 911 functionality. The old PSAP equipment was to be moved and used as the County's off-site back-up PSAP.</p> <p>On June 18, 2000 at approximately 4:00 PM, it is suspected that lightning hit the Delaware County Public Safety Answering Point (PSAP) radio tower. This strike produced a transient current that caused multiple processor cards to fail and resulted in a complete failure of the Bell Atlantic-owned switch at the PSAP. All 911 trunks and emergency administration lines for the PSAP feed through this Nortel Meridian Automatic Call Distribution (ACD) switch.</p> <p>At 4:18 PM, the PSAP staff notified the Bell Atlantic 911 Control Center of the trouble and requested Bell Atlantic to activate their Disaster Plan and reroute their calls. The Network Control Center (NCC) discovered the documentation process was incomplete and they were unable to implement the plan. At 5:15 PM the Bell Atlantic technicians at the PSAP requested assistance from Williams Telecommunications, the subcontractor, and authorized Nortel vendor support for the Meridian switch. Inclement weather conditions delayed the arrival of the Williams Telecommunications technician until 8:15 PM at which time the technicians began to assess the damage and determine which switch components had been damaged. Bell Atlantic sought other alternatives to reroute the E911 traffic throughout the evening but was unsuccessful.</p>									

At approximately 10:00 PM, PSAP staff requested Bell Atlantic to redirect efforts and turn up the county's back-up system. Installation of the original equipment had not been completed and technicians were dispatched to the site. Meanwhile by 12:00 AM, the technicians identified the damaged components in the Meridian switch and requested the necessary circuit packs. Upon delivery of the circuit packs, the Williams Telecommunications technicians' started to restore the switch. By 3:30 AM, most functionality of the Meridian switch was restored and work at the back-up site was discontinued. The PSAP was restored to full service by 5:30 AM.

Direct Cause

External Environmental – Lightning

Root Cause

Procedural – Telco/Other Vendor. The ground cable connection to the Nortel equipment was grounded at the wrong location. Bell Atlantic is unable to determine if the error was caused by a Bell Atlantic or vendor technician during the installation of the PSAP equipment.

Name and Type of Equipment

Nortel Meridian ACD and VESTA 911 equipment manufactured by Plant Equipment Incorporated (PEI)

Specific Part of the Network Involved

911 PSAP CPE

Methods Used to Restore Service

The damaged circuit packs were replaced.

Steps Taken to Prevent Recurrence of the Incident

- The ground cable error has been corrected.
- Installation of the county's back-up site has been completed and the system is operational.
- Preliminary procedures for activation of the back-up site have been documented. A training guidebook will be developed and reviewed with the technicians in the NCC.
- Service Managers will be responsible to conduct yearly reviews of the PSAP sites including verification of their emergency reroute plans.
- The 911 Control Center and NCC will develop and conduct mock outage drills.

Evaluation of Best Practices

The NRC "Best Practices," 6.1.3.1 recommends Alternate PSAPs. Bell Atlantic does stress the importance of diversity and alternate PSAPs with the municipalities, however at the time of this incident, the equipment installation for the back-up site had not been completed

Contact Person

Fran Folgner

Telephone Number of Contact Person

202-336-7890

00-89

**BELL ATLANTIC  
FCC NETWORK DISRUPTION  
INITIAL REPORT**

TICKET #: 8YG-RL5

1. DATE AND TIME OF INCIDENT: 06/18/2000 04:17:00 PM  
2. GEOGRAPHIC AREA AFFECTED: Delaware county PA  
3. MAXIMUM NUMBER OF CUSTOMERS AFFECTED: 325,000  
4. TYPE OF SERVICES AFFECTED:  
☒ EMERGENCY-SERVICE ☐ INTERLATA ☐ OTHER  
☐ INTRALATA ☐ 800 SERVICES  
5. DURATION OF OUTAGE:  
6. ESTIMATED NUMBER OF BLOCKED CALLS:  
7A. TYPE EQUIPMENT: All Single PSAP VENDOR:  
7B. APPARENT OR KNOWN CAUSE OF INCIDENT:  
Failure Of Customer Prem Switch  
8. METHOD USED TO RESTORE SERVICE:  
9. STEPS TAKEN TO PREVENT RECURRENCE:

Pursuant to Section 0.459 (b) of the Commission Rules, and for reason set forth below,  
confidentiality is requested for items:  
Reason for confidentiality:

☐ A Request to supplement the showing requested by section 0.459 (b) is hereby made and will be  
submitted expeditiously.

Request Supplement:

DATE AND TIME OF REPORT: 06/18/2000 11:13:56 PM

CONTACT AND TELEPHONE #: Marianne Sweeney 800-699-6722

NOTE: Retention period is 6 Years